

70 80 295 75 85 9

Defect/Action Information for Quality Ticket: Ticket#: 416 [SN: M0000002; PN: 130-0466-900; Rev: 001]

Quality Ticket  
Symptom Info

Process Test Stage: T3 Test  
Symptom Category: N/A  
Comment: Feature is ignored  
Introduced by: CIENAVinnocentia CIENAVinnocentia

Defect

Action

Action Category: Component  
Component: Ethernet  
Header: Ethernet CIENAVinnocentia CIENAVinnocentia

Feedback  
☐ Problem was fixed  
☐ Problem was not fixed  
Cancel

Defect List and Details

Defect Category: Filter Defects  
Filter Defects: Ethernet Fiber

Feedback  
☐ Problem was fixed  
☐ Problem was not fixed  
Save

Area of Operation: 1  
Current Operator: CIENAVinnocentia CIENAVinnocentia

Log Out Time: 00:45:00 PM  
Close

Figure 13 397

335

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Detailed information for defect: 3305

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Troubleshooter:

Defect Category:

RD(s):

Comment:

Kazemi-1, Niakam

Component Defects

VERE, EEE

Damaged

Reworker:

Action Category:

RD(s):

Comment:

Kazemi-1, Niakam

Components

Cleaned

☒ Problem was not fixed

This box is to provide the system with feedback on whether the problem with the item has been fixed or not. This information is being checked when closing the quality ticket. If the quality ticket contains a defect with no corresponding action showing 'Problem was fixed' the ticket cannot be closed.

☐ Problem was fixed

☐ Problem was not fixed

Save feedback

Close

Figure 14

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## Troubleshooting Guide

The following is a list of the most likely causes for the specified SYMPTOM

Defect Category	Defect	Frequency
Component Defects	Defective Component	58
Testing Defects	Test Error	51
Component Defects	Damaged	26
Fiber Defects	Broken Fiber	11
Connector Defects	Pitted	10
Solder Defects	Insufficient Solder	8
Testing Defects	High Insertion loss	6
Solder Defects	Excessive Solder	5
Testing Defects	Proof Test Break	5
Component Defects	Wrong Component	5

Close

350

Figure 15